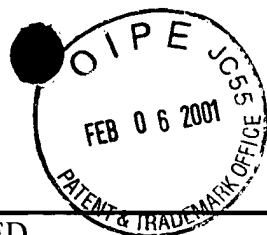


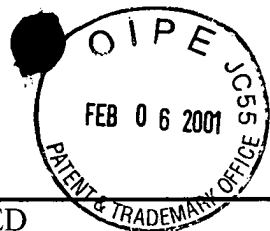
#3

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<b>INFORMATION DISCLOSURE CITATION IN AN APPLICATION</b>				APPLICANT: Sheets et al.			
				FILING DATE: November 10, 2000			
				GROUP ART UNIT: 2154			
<b>U.S. PATENT DOCUMENTS</b>							
EXAMINER INITIAL	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE IF APPROPRIATE	
Jm	5,537,542	Jul. 1996	Eilert et al.	-	-		
Jm	5,615,329	Mar. 1997	Kern et al.	-	-		
Jm	5,696,895	Dec. 1997	Hemphill et al.	-	-		
Jm	5,832,222	Nov. 1998	Dziadosz et al.	-	-		
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Jm	5,951,694	Sep. 1999	Choquier et al.	-	-		
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Jm	6,097,882	Aug. 2000	Mogul	-	-		
<b>FOREIGN PATENT DOCUMENTS</b>							
EXAMINER INITIAL	DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION YES NO	
<b>OTHER DOCUMENTS (including Author, Title, Date, Pertinent Pages, etc.)</b>							
Jm	Web site print-out: rackspace.com; 2 pgs.; Copyright 2000.						
Jm	Management of the Access Network and Service Provisioning, Jani Hursti, Seminar in Networking, Helsinki University of Technology, 20 pgs.; April 1999.						
Jm	Web site print-out: Luminate Introduces Luminate.Net e-Service, Luminate, Inc., 2 pgs.; Copyright 2000.						
Jm	A New Twist on Hosting: Luminate Pitches Its Enterprise Management Services, Chris Gonsalves, PC Week Online, 2 pgs.; March 2000.						
Jm	Web site print-out: Lightspeed Systems, Corporate Overview, 3 pgs., Copyright 1999.						
Jm	Web site print-out: USi Complex Web Hosting Solution and Lattice Communications, Usinternetworking, Inc., 2 pgs.; not dated.						
Jm	Web site print-out: table of contents and chapter abstracts for - ISP Survival Guide: Strategies for Running a Competitive ISP, Geoff Huston, Wiley Computer Publishing, 16 pgs.; October 1998.						
Jm	Web site print-out: Remedy AR System Integration Module for PATROL, BMC Software, Inc., 2 pgs., Copyright 2001.						
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		GROUP ART UNIT:	
<b>OTHER DOCUMENTS</b>			
Examiner Initials	(Author, Title, Date, Pertinent Pages, etc.)		
<i>Zh</i>	Web site print-out: <i>PATROL® SRM: The Foundation of Application-Centric Storage Management®</i> , BMC Software, Inc., 2 pgs.; Copyright 2001.		
<i>Zh</i>	Web site print-out: <i>PATROL® for Performance Management-Prediction in Action</i> , BMC Software, Inc., 2 pgs.; Copyright 2001.		
<i>Zh</i>	Web site print-out: Frequently Asked Questions - Overview of <i>PATROL®</i> , BMC Software, Inc., 4 pgs.; Copyright 2001.		
<i>Zh</i>	<i>Excite@Home Launches Free Service for Merchants</i> , Andrea Orr, MicroTimes Magazine, plus web site print-out; 3 pgs.; August 2000.		
<i>Zh</i>	Web site print-out: Ascendant Solutions, Inc. Fact Sheet, Ascendant Solutions, Inc.; 4 pgs.; Copyright 1998-2000.		
<i>Zh</i>	Web site print-out: <i>Comprehensive Hosting Solution for ISVs</i> , ebaseone Corporation, 3 pgs.; Copyright 2000.		
<i>Zh</i>	<i>The Landlords of Cyberspace</i> , Christopher Heun, informationweek.com; 3 pgs.; July 2000.		
<i>Zh</i>	Magazine advertisement: ISP Upgrade, CAIS Software Solutions, 3 pgs.; Copyright 1999.		
<i>Zh</i>	Brochure: Applicast™, Applicast, Inc.; 6 pgs.; Copyright 1999.		
<i>Zh</i>	Web site print-out: ASP Computer Systems Corp.; Data Return Corporation, 3 pgs.; Copyright 2000.		
<i>Zh</i>	White Paper: <i>Stratus ftServers: Enhancing Software Reliability and Availability for Windows 2000</i> , Stratus Computer Systems; 10 pgs.; Copyright 2000.		
<i>Zh</i>	Web site print-out: <i>Cellular MultiProcessing - Breakthrough Architecture for an Open Mainframe</i> , Unisys, 4 pgs.; Copyright 2000.		
<i>Zh</i>	Web site print-out: <i>ClearPath Enterprise Servers - What is HMP?</i> , Unisys, 2 pgs.; Copyright 2000.		
<i>Zh</i>	Brochure: HP OpenView Customer Views 1.0 for Network Node Manager, Hewlett - Packard Company, 4 pgs.; Copyright 1999.		
<i>Zh</i>	Brochure: <i>Get Connected - Cable &amp; Wireless Enhanced Solutions Provider Program</i> , Cable & Wireless USA, Inc., 4 pgs.; Copyright 1999.		
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<i>Zh</i>	Web site print-out: <i>ISP Power Overview</i> , inovaware.com, Inovaware Corporation; 2 pgs.; copyright 1997-2000.		
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		GROUP ART UNIT:	
<b>OTHER DOCUMENTS</b>			
Examiner Initials	(Author, Title, Date, Pertinent Pages, etc.)		
<i>Sn</i>	Web site print-out: <i>XaCCT Offers Multivendor, Multitechnology Billing Model for ISP Consumption</i> , John Morency, Network World Fusion on Network/Systems Management, Network World, Inc.; 3 pgs.; September 1998.		
<i>Sn</i>	Web site print-out: <i>Internet Shock Absorber</i> , Cable and Wireless plc., 5 pgs.; Copyright 2000.		
<i>Sn</i>	Web site print-out: <i>Epoch Internet Introduces New 'POD' Architecture, An Innovative Approach to Providing Web Hosting Services</i> , epoch.net, Epoch Networks, Inc., 4 pgs.; Copyright 2000.		
<i>Sn</i>	Web site print-out: <i>Frequently Asked Questions - Complex Web Services</i> , USInternetworking, Inc.; 3 pgs.; Copyright 1998-1999.		
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<i>Sn</i>	Web site print-out: <i>End to End Scheduling for Tivoli® Workload Scheduler and Tivoli Operations Planning and Control</i> , Tivoli Systems, Inc.; 2 pgs. not dated.		
<i>Sn</i>	Web site print-out: White Paper: <i>Tivoli Service Provider Solutions</i> , Tivoli Systems, Inc.; 24 pgs.; Copyright 1999.		
<i>Sn</i>	Brochure: <i>Tivoli® Global Enterprise Manager - A Business-focused Approach to Systems Management</i> , Tivoli Systems, Inc.; 4 pgs.; Copyright 2000.		
<i>Sn</i>	Brochure: <i>Tivoli® Cross-Site for Security</i> , Tivoli Systems, Inc.; 4 pgs.; Copyright 2000.		
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<i>Sn</i>	Brochure: <i>Tivoli Problem Management Suite</i> , Tivoli Systems, Inc.; 4 pgs.; Copyright 1999.		
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<i>Sn</i>	Brochure: <i>Tivoli Technical Brief for Service Providers</i> , Tivoli Systems, Inc., 7 pgs.; Copyright 1999.		
<i>Sn</i>	Brochure: <i>Tivoli Cross-Site - Internet Application Management Technical Brief</i> , Tivoli Systems, Inc.; 22 pgs.; Copyright 1999.		
EXAMINER SIGNATURE <i>David L. [Signature]</i>		DATE CONSIDERED 6/8/04.	
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